

Water FAQ

Q. Can I transfer my account from one residence to another?

A. You can transfer services and your deposit from one residence to another; however you must be current on your bill (have a zero balance) at the residence you are moving from. On the date you transfer, MWW will read the meter at the old address and you will be sent a bill for water used till the date of transfer. There will be a \$15.00 transfer fee.

Q. I have low water pressure does Malvern Water Works check this?

A. Things like galvanized piping, faulty pressure regulators, and stopped up faucet screens can cause low pressure. We can check the water pressure at your meter or at your outside faucet, but more often than not it is the water pressure regulator that needs adjustment. Since the regulator is a part of your water service line we do not repair them, instead you will need to contact a plumber.

Q. I had a water leak in my house and my water bill is really high, will Malvern Water Works adjust my bill since it was a leak?

A. Just bring us a receipt of repair made for the leak and our MWW staff will work with you to adjust your bill if appropriate. This service is only available one time per year.

Q. My water is discolored or has a bad smell. Is it safe and why is it discolored?

A. Yes, the water is safe. The substance you see is manganese, which is a natural precipitant of treated water and normally adheres to the sides and bottom of the water main. When the pressure and/or flow of the water changes the manganese can scour off the walls of the main and get into your home or business. Manganese is a natural mineral and is not harmful. Discolored water happens when a water main is bumped or moved, as in construction, or there is a change in the pressure and/or flow within the pipe, such as what happens when a fire hydrant is opened, a valve is operated or a main is broken.

Contact Malvern Water Works and we will send a technician to check and or flush the city's main line. After determining the main line is cleared, you may need to turn your largest faucet on full and let it run for about five minutes. This will clear out the water in your service line and pull new water from the main line.

Q. There are colored markings all over my yard and in the street. What's going on?

A. Arkansas state law requires anyone making an excavation to notify owners of underground utilities of their intent to dig in a specific location. The white lines are the area of the intended excavation and the colored lines are the location of underground utilities. You may want to visit the Arkansas One Call Home Page for more details.

Q. There was a main break and my water was off. Do I need to boil my water now?

A. It is not always necessary to issue a Boil Order every time the water is turned off. There are several factors that are considered before a Boil Order is issued. If it is determined a "Boil Order" is required you will be notified either by a door hanger or signs posted in the affected area. Additionally the media will be notified.

Q. Malvern Water Works repaired a water leak on my property, will they repair the damage to my landscaping?

A. Immediately after a water leak or sewer repair, every effort is made to make temporary clean up and repairs to the work area. A period of time is required between temporary and final repairs, to allow the ground to dry out and any ditch settling to occur. Usually within two weeks, weather permitting, work crews will return to make additional repairs. If it has been more than two or three weeks since the incident, call the utility office.

Q. Will leaks in the utility's system cause my bill to be high?

A. Leaks on mains, services, valves, and fire hydrants will not affect your bill. Only water that goes through the meter for your service is counted on your bill.

Q. My water meter is hard to turn off and on. Can you fix it so I can turn it off and on easily?

A. The valve in the water meter box is for use by Malvern Water Works personnel. The Arkansas Health Department Plumbing Code requires the customer to have a shutoff valve outside the meter box that will shut off the water to the entire structure in case of an emergency. It is a good idea to locate your shutoff valve, be sure it is in good operating condition and mark it so it is easily operated in case of an emergency.

Wastewater FAQ

Q. My sewer line isn't draining well or is stopped up completely; do I call Malvern Water Works or a plumber?

A. If none of the drains in your home are draining properly, call Malvern Water Works first. We will check our sewer main line to make sure it isn't stopped up before you call a plumber. If you call a plumber first, then they may charge you even if the problem is in our main. We have someone available 24 hours a day and we will check it free of charge.

Q. Sewer overflowed in my house and caused damage. What should I do?

A. Contact Malvern Water Works immediately. We will dispatch a crew right away to investigate what is causing the problem. If any cleaning or restoration work is needed you will need to arrange that yourself or through your insurance company. Malvern Water Works is liable only in the event of negligence.